

RFQ NOTIFICATION SHEET
Office of Contracts and Rate Setting
State of Michigan
Department of Human Services

Notice of a request for quotations or a request for proposals is hereby given Pursuant to Act No. 124 of the Public Acts of 1999.

Amount: Wayne Co. Service Area which includes Wayne, Oakland and Macomb Counties. \$150,000 for first 9 month contract period; \$200,000 each contract year thereafter.	ITB Number DHS-RA__-07-82004
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<p>Bid Description:</p> <p>Wayne/Macomb/Oakland Counties-- Assimilation of refugees & asylees through Intensive Employment Services. The Contractor shall staff the project with bilingual and bicultural employment specialists, ensure access to a certified Vocational English Language teacher, provide dedicated supervisory oversight, and provide bilingual clerical support.</p> <p>A provider would also need to be able to conduct business in a culturally sensitive manner. This means that any provider would need to provide cultural sensitivity training to its service staff, keep current on the needs of the particular refugee groups being referred, and interact with refugees in a manner that is respectful of cultural and religious differences.</p> <p>A provider would need to deliver services in a linguistically appropriate manner. This means that either the provider will need to have staff who fluently speak the language, or pay for trained interpreters fluent in English and the native language of the refugee being serviced. The interpreter will need to be present during the services to ensure the refugee understands what is being done, what is being asked, and what are the results of the services.</p>
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Due Date For Response: December 12, 2006

Contact Person Name: Michael Luea	Phone #: (517)-241-7820
E-Mail Address: Lueam@michigan.gov	

Signature of Contact Person:	Date November 6, 2006
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Fax this page to: (517) 335-6390, c/o DHS/OCRS/Bid Notification Liaison.
Form may also be sent by e-mail to: DHS-OCRS@michigan.gov or directly to the Bid Notification Liaison.

Michigan Department of Human Services
FACE SHEET-REQUEST FOR QUOTE

Contract/RFQ Number: DHS-RA__-07-82004

Due Date for Bid Submission: December 12, 2006

Geographic Area to be Served: Counties of Wayne, Macomb, and Oakland

Service Titles: Intensive Employability Services

Anticipated Contract Begin and End Dates: January 1, 2007 through September 30, 2009

Method of Reimbursement: Actual Cost

Maximum Annual Contract Amount: Wayne Co. = \$150,000 first 9 mo. Period; \$200,000 each subsequent year

(NOTE: The Funding Allocation is indicated in the Budget Section of the Bidder Response, page 39.)

Issuing Office: Office of Refugee Services, Department of Human Services

Contact Person: MICHAEL J. LUEA

Telephone #: (517) 241-7820 **Fax#** (517) 241-7826

Email Address: Lueam@michigan.gov.

Bidder Questions Due Date: November 29, 2006

Submit **five (5)** copies of the bid and two copies of the budget document, in a separate sealed envelope, to this address:

**Office of Refugee Assistance
Michigan Department of Human Services
235 S. Grand Ave. Suite 515 Grand Tower
P.O. Box 30037
Lansing, MI 48909**

The bidder must submit proposal and all inquires via e-mail or surface mail. Proposals must be submitted in person or via surface mail. Neither fax nor e-mail transmission of proposals will be considered for award. If DHS believes that clarification of its initial material is necessary, information will be posted to the DHS RFQ web site. Likewise, if DHS determines it is necessary to revise any part of this RFQ, addenda information will be posted to the DHS RFQ web site.

Bids that exceed the maximum annual dollar amount indicated for the RFQ will not be considered for award. The contract amount for subsequent years will be dependent on DHS' availability of funds and service needs. The established price per unit of service will be in effect for the entire period of the contract.

TO BE CONSIDERED, PROPOSALS MUST ARRIVE AT THE ISSUING OFFICE ON OR BEFORE THE DATE SPECIFIED ABOVE. BIDDERS MAILING PROPOSALS SHOULD ALLOW NORMAL DELIVERY TIME TO ENSURE TIMELY RECEIPT OF THEIR PROPOSALS.

Awards made as a result of this RFQ will require execution of a contract with DHS. The contract will contain standard non-negotiable General Provisions. A copy of the General Provisions is available upon request.

Rating

All proposals will be evaluated on the basis of rating criteria identified in the RFQ. **Only material submitted as part of the bid proposal will be reviewed by raters. All material submitted has to be in English so that all raters may evaluate all materials without the employment of translators.** Contracts will be awarded using a two-step process linking price and quality. The most recent audit of each bidder may be reviewed by DHS to determine the bidder's fiscal viability. At its discretion, DHS may eliminate from the rating process any bidders that fail to pass this review. If the bidder has provided contractual services to DHS previously, DHS may consider reviewing monitoring and/or outcome information related to prior contracts.

BIDDER OVERVIEW

This Request for Quote (RFQ) contains the following elements:

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|---|-------------|
| 1. Face Sheet | Page 2-3 |
| 2. Description of Services for Bid | Pages 5-16 |
| 3. Rating Criteria | Pages 17-21 |
| 4. Request for Quote Policy | Pages 22-24 |
| 5. Bidder Information and Instructions | Page 25 |
| 6. Bidder Response Section | Pages 36-34 |
| 7. Budget Completion Instructions | Page 34-36 |
| 8. Funding Allocations And Number of Contracts | Pages 36 |
| 9. Cost Quotation Sheet | Pages 37 |
| 10. List of Required Documents | Page 38 |
| 11. Attachments A& B-DATA ON REFUGEE ARRIVALS: Includes two Charts, one for refugee arrivals in Michigan <u>FY 1995 through FY 2001</u> , and <u>October 2002 through March 2006</u> with nationalities included. The Attachments will assist the bidder in identifying the number of potential Bosnian & Iraqi refugees to be serviced through this Grant in the Wayne/Oakland/Macomb Counties service area. | Pages 39-41 |

I. CONTRACTOR RESPONSIBILITIES

A. Geographic Area

The Contractor shall provide services described herein in the following geographic area: Counties of Wayne, Macomb, and Oakland

B. Location of Facilities

The Contractor shall provide services described herein at the following location(s):

(To be mutually determined by the Contractor and DHS.)

C. Client Eligibility Criteria

1. **Eligible Client Population**

The Contractor or its subcontractor shall accept and provide services to all eligible refugees from Bosnia and Iraq, or asylees either as walk-ins, secondary migrants, or as referred by the resettlement agencies and the local Department of Human Services offices. All Bosnian and Iraqi entrants, refugees, or asylees, who have not attained United States (U.S.) citizenship, and have lived in the U.S. five years or more, are eligible for services provided under this Agreement. Federal funding for this contract requires that only refugees resettled into the United States beyond sixty (60) months of the date of service are eligible for intensive employability services provided with these funds.

Eligible Immigration Statuses

The immigration statuses discussed below are granted by the Department of Homeland Security, Bureau of Citizenship and Immigration Services (BCIS). To be eligible for services under this agreement, a client must meet requirements found in the Federal Register under 45 CFR Part 400, the Refugee Resettlement Program.

1. To be eligible for refugee employment services under 45 CFR Part 400, the Refugee Resettlement Program, a client must be:

- a) Admitted as a conditional entrant under section 203 (a) (7) of the Immigration and Naturalization Act ("the Act") prior to passage of the Refugee Act of 1980.

- b) Admitted as a **refugee** under Section 207 of the Act. The Immigration and Naturalization Form I-94 will state “admitted under Section 207 of the INA. Employment authorized.”
- c) Granted **asylum** under Section 208 of the Act. Asylees are eligible for the same benefits as a refugee. The words “Section 208” on the I-94 are sufficient to document eligibility. An applicant for asylum under Part 400 is not eligible for refugee assistance.
- d) **Paroled as a refugee or asylee** under Section 212(d) (5) of the Act. This category has been extremely rare since 1980. The I-94 must specifically state “paroled as a refugee” or “paroled as an asylee.” This does not include those admitted for humanitarian or public interest reasons, who are not eligible for services under this Agreement.
- e) Admitted for **permanent resident** status, **provided** the individual previously held one of the statuses above.

2. Determination of Eligibility

The Contractor shall determine refugee status by reviewing one of the following:

- a. The individual’s Immigration and Naturalization Service Form I-94 which indicates that the person:
 - Was admitted as a refugee under Section 207 of the Immigration and Naturalization Act (INA); or
 - Was granted asylum under Section 208 of the INA; or
 - Was admitted as conditional entrant under Section 203(a)(7) of the INA;
- b. The individual’s Immigration and Naturalization Service Form I-151 or I-551 (also known as “green card”) for:
 - Persons who formerly held refugee status and have surrendered their I-94 in order to obtain permanent resident alien status. The I-151 shall contain one of the following codes as proof of former refugee status: IC6, RE6, 7 or 8; AS6, 7 or 8;

D. Credentials

The Contractor shall assure that appropriately credentialed or trained staff shall perform functions under this Agreement.

E. Services to be Delivered

1. The Contractor shall adhere to the following Federal Requirements for **Service #1 through #1** found in the final Targeted Assistance Discretionary Grant Program.
 - a. Services shall be provided to refugees in the following order of priority:
 - * Refugees who are cash assistance recipients;
 - * Unemployed refugees who are not receiving cash assistance; and
 - * Employed refugees who need assistance to retain employment or to attain economic independence.
 - b. Classroom English language instruction and vocational training shall be provided primarily outside normal working hours.
 - c. English language instruction shall be provided in a concurrent, rather than sequential, time period with employment or with other employment-related services.
 - d. Services shall be refugee-specific services (services designed specifically to meet refugee circumstances and needs and are in keeping with the rules and objectives of the refugee program), except that vocational or job skills training, on-the-job training, or English language training need not be refugee-exclusive.
 - e. Services shall be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.
 - f. Services shall be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staff to ensure adequate service access by refugee women.
2. The Contractor shall adhere to the following State Office of Refugee Service Requirements for Service **#1 through #1**:

- a. That English language instruction funded through this contract be short-term and vocationally geared, unless employment opportunities hinge on an elongated timeframe. Short-term is defined as lasting no more than eight (8) weeks unless an exception is made by DHS on a case-by-case basis.
- b. That contractor establish procedures with the local DHS office in each county where services are to be delivered to assure appropriate referrals of all eligible refugees and timely processing of sanction requests.
- c. That contractor meet the federally required participation rates for refugees who are Temporary Assistance for Needy Families (TANF) a.k.a. Family Independence Program (FIP) recipients in each county where services are delivered.
- d. That contractor conduct or participate in the conduct of orientations, as determined by local procedures, for refugees who have applied for TANF (FIP) in each county where services are delivered.
- e. Maintenance of appropriate case records and procedures to document the delivery of services to clients. Client case records shall be documented and maintained in accordance with guidelines provided by the DHS Office of Refugee Services (ORS). Activities shall include:
 - 1). Verification and documentation of client eligibility for receipt of services prior to providing services and maintenance in each client case record of appropriate forms which document refugee immigration status, date of entry into the U.S. and alien number.
 - 2). Verification and documentation of client receipt of public assistance benefits, including DHS case number and type of assistance program.
 - 3). Verification and documentation of payable outcomes on forms provided by the DHS Office of Refugee Services.
 - 4). Development of policies and procedures for documenting client eligibility, client contacts, client participation, and services delivered to client.
 - 5). Review of case records by supervisory or management staff to verify that client eligibility has been appropriately determined and documented and that services to clients have been adequately recorded.

3. The Contractor shall adhere to the following TANF Work Participation Requirements for **Service #1 through #1**:

Place a federally-required minimum percentage of those refugees who are TANF (FIP) recipients in each county in activities defined as countable components **up to 40 hours per week, or**, for a minimum average number of hours per week each month, as defined in the chart in Section .3.b.

a. The following are available services **for all families**:

- 1). Employment: Includes unsubsidized employment and employment subsidized with other than TANF funding, in either the private or public sector.
- 2). On-the-job training (OJT): Includes individuals who are employees of the employer and training is done on the job. The employee is expected to retain employment with the employer. OJTs are limited to twelve (12) months or less, and may be subsidized a maximum of fifty percent (50%) per month. This may include CWEP, internships, practicums, and co-ops.
- 3). Job search and job readiness: Includes activities that help participants become familiar with general workplace expectations and learn behavior and attitudes necessary to compete successfully in the labor market. Job search includes job clubs, counseling and job-seeking skills training; limited to twelve (12) weeks in a twelve (12) month period, and no more than four (4) weeks can be consecutive.
- 4). Community service program: Includes activities designed to be unpaid in the private or public non-profit sector. The activity should assist the participant to enhance skills and attitudes related to work.
- 5). Child care: Includes child care provided in the child's home or in a regulated provider's home to an individual who is participating in a community service program.
- 6). Vocational educational training: Includes a formal training program which combines classroom, laboratory, and other related activities which is directly related to a specific occupational field, not a specific job; limited to 12 months of training total per individual.
- 7). Job skills training: (Not a Core TANF Service) Includes job-specific training; may include English language training as related to educational or technical training specifically designed to help individuals become employed.

- 8). Education directly related to employment: (Not a Core TANF Service) Education related to a specific occupation, job or job offer. Activities may also include adult basic education and English as a Second Language. May also include education leading to a General Educational Development (GED) or high school equivalent diploma if required as a prerequisite for employment or occupations.
- 9). Satisfactory Attendance at Secondary School or in a Course of Study leading to a Certificate of General Equivalence: (Not a Core TANF Service) Not restricted to those for whom obtaining a GED is a prerequisite for employment. This activity may not include other related educational activities, such as adult basic education or language instruction, unless it is linked to attending a secondary school or leading to a GED.

b. The following are the **minimum federal** participation rate requirements:

If the month is in fiscal year	The minimum percentage of all families which shall be <u>participating</u>	The minimum number of hours per week for <u>all families</u> ^{a/b}	The minimum percentage of two-parent families which shall be <u>participating</u>	The minimum combined average number of hours of participation per week for both parents in a two parent family not receiving DHS child <u>care</u> ^c	The minimum combined average number of hours of participation per week for both parents in a two parent family receiving DHS child <u>care</u>
2007	50%	30	90%	35	55

^aOf these hours, no less than 20 must be from components numbered a.1. through a.6. above.

^bThe minimum average number of hours remains at 20, and does not progressively increase, if the parent is the parent of a child under the age of 6 years.

^cOf these hours, no less than 30 must be from components numbered a.1. through a.6. above.

Service #1 of 1 Intensive Employability Services

The Contractor shall provide all the Employability Services as listed in Service #1 of 1, to all referred and eligible Bosnian and Iraqi refugee clients who meet the definition of hard to place in employment. Services shall focus primarily on those refugees who have been in the U.S. for five (5) years or more and are not achieving self-sufficiency and need employability services. This may due to their protracted use of public assistance or difficulty in securing employment, and their continued need for services beyond the initial years of resettlement. Services shall be given to the targeted group of hard to place in the following order of priority: (1) Cash assistance recipients, particularly long-term recipients; (2) Unemployed refugees who are not receiving cash assistance; and (3) Employed

refugees in need of services to retain employment or to attain economic independence.

Identification and service to refugees or acceptance of referrals of refugee clients shall be to clients who have not reached self-sufficiency, are defined as hard to place individuals, or are resistant to employment and subject to sanctions by DHS, or have difficulty in retaining employment. Individuals receiving services shall have to be identified as having special needs because of barriers such as language, cultural constraints, and the need for childcare, disability and transportation. Clients for intensive employment services may be but are not limited to, sole wage earners, single mothers, and heads of households or mothers of large families. For this service category, federal and State intent shall be to target assistance to Bosnian and Iraqi refugees who have been in the U.S. 5 years or longer.

1. The Contractor shall provide the project with bilingual and bicultural employment specialists, ensure access to a certified Vocational English Language teacher, provide supervisory oversight by a dedicated staff, and provide bilingual clerical support staff to provide the following services to all eligible clients served:
 - a. **Case management services** arranged for each family including assignment of one designated case manager to a caseload of 1 to 25 clients. Services shall include assessment of family needs for employment to be self sufficient, referral to employment specialists within Contractor's staff and follow up to ensure employment is continuous and work related problems are worked through by one-on-one assistance. Case managers shall review with each employable adult the need for transportation, day care and translation and interpreter services related to securing and retaining employment. As necessary, the case managers shall coordinate with the local DHS and other local resources to obtain such employment support services.
 - b. **Employment services**, including development of a family self-sufficiency plan and an individual employability plan, world-of-work and job orientation, job clubs, job workshops, job development, referral to job opportunities, job search, and job placement and follow-up.
 - 1). A **Family Self-sufficiency Plan (FSSP)** shall be developed for each **family unit** that addresses the employment-related needs of the employable members in the family. Also a **Family Intake form** shall be completed for each family. ORR regulations define **family self-sufficiency plan** as a plan that addresses the employment-related service needs of the employable members in a family for the purpose of enabling the family to become self-supporting through the employment of one or more family members. It must include:

- a). A **determination** of the total amount of income a particular family would have to earn to exceed its cash grant and move into self-support without suffering a monetary penalty.
 - b). A **strategy and timetable** for obtaining that level of family income through the placement in employment of sufficient numbers of employable family members at sufficient wage levels;
- 2). An **Individual Employability Plan (IEP)** shall be developed for every employable member of the family, as part of #1 above and updated at least annually for each client who is an active case. The IEP shall outline the services to be provided and be signed by the client and case manager within 30 days of intake. The IEP must reflect at least monthly contact with the client for follow-up and assessment of progress.
- 3). **Job development services** including **job clubs, job workshops, and job search** shall be utilized which are tailored to the specific needs of the target population and the local job market.
- 4). **Pre-employment training and job orientation services** shall be utilized if the need is indicated in an employability plan, in order to develop a client's optimal level of job performance. Shall include world-of-work and job orientation to inform refugees about cultural workplace differences, employer expectations, dress code, hygiene, etc.
- 5). **Job Placement Services** including referral to job opportunities, shall include the following activities:
- a). **A needs assessment** to include an in-home consultation, evaluation of work history, motivation, skills, and barriers to employment including vocational English language training and transportation. A Family Intake form approved by DHS shall be updated or completed. An Individual Employability Plan (IEP) shall be developed which shall outline the services to be provided.
 - b). **Job placement services**, including on-the-job coaching. Assist client in locating a potential employer, completing job application process, completing the interview process, obtaining needed materials or tests to begin job, and job placement. Provide concurrent supportive services to the job placement.

- c). **Provision or payment for training or courses** which tie early employment to planned job up-grading services, including vocational training, professional and skills rectification, assistance with courses leading to certification (for example, courses leading to State certification to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field).

6). **Job Upgrade Services** to refugee clients including the following activities:

- a). **Mediation with employer** for wage increases, medical benefits, or promotional possibilities if applicable at original worksite. If not, alternative employment shall be found and interview arranged. Caseworker shall always accompany client to interview.
- b). **Enhanced one-on-one job coaching** and mentoring to secure the job upgrade or job advancement. This can include concurrent pre-employment counseling.
- c). **Home Business Development** with how-to-material, legal and regulatory requirements, training, one-on one mentoring and instruction. Examples of Home Business may include but not be limited to home-based childcare, tailoring, etc.

7). **Job Placement Follow-Up** by the Contractor shall include the following activities:

- a). **An analysis of the problems** of retaining the job in question. A complete analysis of retention problems shall be developed with the case manager/employment specialist, the client, and the employer to outline the factors impeding the client's retention.
- b). **Assessment of barriers** to job retention. An Individualized Employment Plan (IEP) shall be developed, with the acknowledgement of the client that issues exist, and with his or her agreement as to how they can be reduced or eliminated.
- c). **Mediation with employer** at original work site. If no resolution possible, alternative employment shall be sought and interviews arranged. Caseworker shall accompany client to interviews.

- d). **Job placement services** if necessary for alternative employment. For “hard to place clients” that are having difficulty as defined in their IEP and documented in the case notes for their job placement, the case manager or his/her designee shall maintain daily contact if necessary to ensure that the client continues to demonstrate a degree of change in coping skills.
 - e). **Retention services.** Maintain contact with refugee client and family, as needed and defined in the FSSP and IEP and documented in the case notes. For “hard to place clients” that are having difficulty retaining employment as defined in the FSSP, this shall include contact two to three times a week for 4 weeks. The depth and substance of the problems shall be evaluated and adjustments made to the original Work Plan if necessary. Identify new problems that surface that may cause poor job retention.
 - f). **Follow-up** for, or with or to the client in the first 90 days to ensure retention as needed and defined in the FSSP and IEP and documented in the case notes. This shall include phone calls, home visits, and site visits whenever client and/or employer can accommodate. For “hard to place clients” this shall include follow-up a minimum of every two weeks.
 - g). **Maintenance of contact** thereafter for an additional 90 days for a total of 180 days to determine whether the refugee has developed the skills necessary to sustain employment at any given job and if not, what additional assistance needs to be provided for the long term.
- c. **Employability assessment services**, including aptitude and skills testing.
 - d. **Assistance in obtaining Employment Authorization Documents (EADs)** or other official documents to maintain employment. Special emphasis shall be given to refugees maintaining “work authorization” papers to be current.
 - e. **On-the-job training**, when provided at the employment site and expected to result in full time, permanent, unsubsidized employment with the employer providing the training.

- f. **Vocational Training or Skills Recertification:** Provision or payment for training or courses when provided as part of the FSSP and IEP. These include vocational training, driver's education, professional and skills recertification, assistance with courses leading to certification (for example, courses leading to State certification to teach, to work as a nurse or medical aide, to become a draftsman, or become certified in the information technology field.). The training may be obtained from an institution accredited to provide that course of study, must provide the student with the knowledge and skills required to secure a job in the field, and may last longer than one year, but not more than two years.
- g. **English language instruction**, with an emphasis on English as it relates to obtaining and retaining a job. This includes concurrent **Vocational English Language Training (VELT)** classes as needed at a community-based site for 8 weeks or on a case-by-case exception as approved by DHS. Class can be on-site at the employment location. This includes specialized training for a specific job.
- h. **Day care for children**, arrange or secure, when necessary for participation in an employability service or for the acceptance or retention of employment.
- i. **Transportation**, arrange or secure when necessary for participation in an employability service or for the acceptance or retention of employment.
- j. **Translation and interpreter services**, provide when necessary in connection with employment or participation in an employability service.

2. Volume of Service

Clients:

The estimated number of unduplicated eligible clients to be served during the period of this Agreement shall be: _____

3. Unit Definition:

One unit equals one unduplicated client receiving two or more of the above services.

4. Units: The estimated number of units of service to be provided per term of Agreement shall be: _____

From the total amount, the estimated number of units that may be served during the following periods is:

<u>Fiscal Year</u>	<u>Estimated Number of Units</u>
January 1, 2007 through September 30, 2007	_____
October 1, 2007 through September 30, 2008	_____
October 1, 2008 through September 30, 2009	_____

F. Evaluation Reporting Requirements

The Contractor shall submit to the DHS monthly reports that indicate the status and effectiveness of activities performed under this Agreement as indicated:

The Contractor shall submit to the DHS Statistical Data and General Program Activities in **quarterly reports** that indicate the status and effectiveness of activities performed under this Agreement as indicated:

- 1). Statistical Data, including client-specific statistical data, program-specific statistical data, and other data defined as necessary by DHS.

Contractors should note that Refugee Services client statistical data reporting is computer-based. The above reports shall be compiled and maintained on the **Client Data File (CDF)** computer-based reporting format to be supplied by the MDHS Office of Refugee Services.

- 2). General program activities reported in narrative format also submitted electronically or on diskette, including:
 - Clients seen in Quarter--Unduplicated number of refugees receiving some service, by each of the employment activities listed on the CDF. Report on those seen in the Quarter, and Year-to-Date.
 - Services Provided—Report on activities undertaken to accomplish program goals and objectives as outlined in the Service Description of this Agreement, including particular accomplishments and successes.
 - Coordination with other Agencies—Describe working relationships with other local agencies serving mutual clients.
 - Plans for next Quarter—Describe any initiatives or problems that will be addressed.

The above **quarterly reports** shall be submitted to DHS no later than 15 days after the end of the reporting month/quarter. Reports shall be submitted for each **quarter** that the Contractor provides services.

REQUEST FOR QUOTE - RATING CRITERIA

This request for quote/proposal will not be reviewed and the bidder will be disqualified from further consideration for award if

- The Proposal arrives after the **December 12th 5:00 PM deadline**.
- The dollar amount of the bid is greater than the stated maximums.

Also, points by the raters may be reduced if

- **All required narratives, charts, and forms are not completed or not included.**
- **The geographic area being bid for is not checked on the Bidder Response Cover Sheet and the Price Quotation.**

Request for Quote (RFQ) proposals will be rated by a Rating Committee according to the following criteria:

A. Bidder's Experience/Qualifications:.....Maximum of 20 points available for this section.
Bidder Employment Service Experience (From Narrative Description)

1. Has bidder agency performed similar employment, acculturation, and resettlement services to a sizeable refugee or ethnically diverse client population successfully? Is the client population served described sufficiently? How recently were employment, acculturation, or resettlement services provided and for what duration?
2. Are bidder locations and facilities in the geographic service area and currently functioning?
3. To what degree does bidder experience with similar services relate to the employment, acculturation, and resettlement service(s) being bid, e.g. clients placed into unsubsidized employment, full-time and part-time job placements, average wage of job placements, if medical benefits or not, etc.?

Bidder Staff Qualifications (From form CM-011, Position Descriptions, Resumes, Organization Chart, and Training Materials.

4. Regarding documentation of Staff and qualifications:
 - a. Do the staff for whom **resumes** are provided demonstrate the appropriate level of capability for providing identified services?
 - b. Are educational and experience qualifications appropriate for Employment Specialists, (e.g. Job Counselors, Job Developers, and Job Placement staff), including:
 - Length of experience, degree and/or certification met?
 - Supervisory oversight built in?
 - Administrative placement of services organizationally prominent?

- c. Does proposal include an adequate number of executive/administrative staff, management/supervisory staff, direct-care-staff, and other supportive personnel? Did bidder provide **Position Descriptions** for all direct-service staff?
- d. Do the **Resumes** of the supervisory staff, who will provide supervision and oversight of direct-care staff, demonstrate experience in this or related services? Considerations:
 - Length of experience, training and education.
 - Similarity of experience to services to be required.
 - Is supervisory staff required to have an appropriate level of direct care experience?
- e. Do the **Resumes** for the personnel assigned as direct services staff persons demonstrate experience in this or related services? Considerations:
 - Length of experience, training and education.
 - Similarity of experience to services to be required.
- 5. Does the bidder have an acceptable turnover rate for direct service staff? Does the bidder have an acceptable plan in place to address continuation of service when staff turnover occurs?
- 6. Does the bidder have a procedure/system in place to assure an appropriate level of staff screening including a background check?
- 7. Does the bidder provide an acceptable level of training for new staff? Does the bidder have an acceptable level of on-going training to staff? **Did a “Training Plan” and training materials accompany the Proposal?**
- 8. Does the proposed **Organizational Chart** describe appropriate lines of supervision and authority to assure efficient delivery of service and contract compliance?

B. Work Plan (Program Implementation Narrative): Maximum of 35 points available for this section.

1. Service Delivery

- a. Does bidder have a well-defined and reasonable plan to assure that refugee-specific employment services are available to the eligible refugee populations in the selected geographic service area? Does the bidder have an acceptable plan in place to assure that employment services will begin on January 1st, 2007?
- b. Does bidder demonstrate in their **step-by-step Marketing Plan** an adequate understanding of the labor market in the selected service area? Does it appear the Marketing Plan will be successful?
- c. Does the proposal adequately describe how the bidder will engage eligible refugee clients and encourage a high level of participation? Does bidder demonstrate an

adequate understanding of the populations to be served, including their cultural, religious, linguistic backgrounds, needs and practices? Does bidder have a plan to serve all refugee client groups with culturally and linguistically appropriate staff and services, including using women as direct service staff?

- d. Does bidder have a well defined and reasonable plan to deliver all required services using the requested details found in the Bidder's Response Section? Do the submitted **"samples" of case notes** reflect experienced and appropriate work effort?
- e. Does bidder have a well-defined and reasonable plan to conduct or participate in DHS orientations in each county?
- f. Does the bidder have an understanding of and describe a reasonable plan to meet the TANF work participation requirements for refugees who are TANF (FIP) recipients in each county?
- g. Has the bidder provided any additional information on enhancements to the defined services or special considerations that increase ability or capability to provide services to the selected refugee population? Such as use of volunteers or mentors for refugees?

2. Anticipated Outcomes

- a. Does the bidder demonstrate the ability to establish and achieve reasonable and sufficient service goals/outcomes?
- b. Are the goals/outcomes established for the services appropriate for the populations referenced in Attachment A and Attachment B?

C. Collaboration: Maximum of 10 points available for this section.

- 1. Does the bidder have a current relationship with the Bosnian and Iraqi communities in the service area? What is the type of interaction and frequency?
- 2. Does bidder have a well-defined and reasonable plan to work with the local voluntary resettlement agencies, VOLAGs, which have resettled the clients it proposes to serve to assure that refugees here over 5 years are referred for comprehensive services?
- 3. Does the bidder have a well-defined and reasonable plan to work with the local Department of Human Services offices to assure that refugees are referred for employment services and sanctions are processed as necessary?
- 4. Does the bidder have a well-defined and reasonable plan that describes its working relationship between itself and other community agencies, which provide supportive services to the refugee population?
- 5. Is bidder involved in any formal refugee or service group which meets regularly, and participation in which enhances services provided to refugees? If not, is there a reasonable plan to identify such groups and to become involved?

D. Bilingual and Bicultural Capability: Maximum of 20 points available for this section.

1. Does bidder satisfactorily describe how it will deliver linguistically appropriate services to an ever-changing and diverse refugee population in the selected service area?
2. Does bidder satisfactorily describe how it will meet the cultural needs of refugees with culturally appropriate services?
3. Does bidder have the capability to staff for the targeted Bosnian and Iraqi refugees in the selected service area? Does the staffing match the population (See Attachment A) being served e.g. representative in language, culture and gender?
4. Does the proposal describe how services will be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background?
5. Does the proposal describe how services will be provided to the maximum extent feasible in a manner that includes the use of bilingual/bicultural women on service agency staffs to ensure adequate service access by refugee women?

E. Availability/Accessibility: Maximum of 5 points available for this section.

1. Does the bidder specify regular business hours? Does the bidder have an adequate plan for informing eligible clients of the availability of their services?
2. Is the bidder available for crisis situations with a plan and designated personnel?
3. Does the bidder's proposal identify each location where service will be provided including street address, city and zip code?
4. Does the bidder provide services in the, evenings, weekends, and/or home visits?
5. Are the bidder's facilities and services easily accessible to clients with disabilities?
6. Is the bidder's plan for arranging/providing client transportation feasible and appropriate?
7. Are bidder's facilities located close to public transportation?

F. Fiscal Resource Allocation:Maximum of 10 points available for this section.

1. Does proposal demonstrate that the bidder's resources can provide a consistent capacity to sustain an adequate level of service throughout life of the agreement (including staffing, communication resources, and the described facility both location and size)?
2. Is supervisory and administrative support adequate?
3. Are the number of direct-care staffing hours adequate to deliver the level of needed service, as identified in both the fiscal and Narrative portions of the proposal?

4. Are the resources (budgeted details such as salaries, occupancy, communication, supplies & equipment, transportation, contracted services, and miscellaneous) reasonable to accomplish the bidder's work plan, and reasonably adequate to provide a consistent level of service throughout the life of the agreement.
5. Are the resources identified in the narrative portion of the proposal consistent with those in the budget?
6. Does the proposal specifically identify what resources bidder has available **now** to service the current newly arrived refugee population versus those it will have to hire? Does the proposal specify how it will utilize (all) those resources to facilitate accessibility (i.e., staffing allocation; communication; transportation, community contacts, etc.)?
7. Is the quantity of resources including subcontractors, appropriate and reasonable for the level of proposed services? Do they match?
8. Has the bidder identified other funding and/or donated or non-cash resources to support services and use the funding efficiently?
9. Does the proposal include unallowable costs that will impact the ability of the bidder to implement the work plan?

Price Competition: Contracts will be awarded using a two-step rating process **linking the quality of the work plan and costs of reasonable resources for the proposed volume of services** in determining the winning bid. then multiply that by the bidder's initial score, determined through the above rating criteria.

REQUEST FOR QUOTE POLICY

General Information

This Request for Quote (RFQ) provides interested bidders with sufficient information to prepare and submit proposals for consideration by the Department of Human Services.

1. Contract Award

Contract award negotiations will be undertaken with selected Contractors whose proposals, as to price and other factors, show them to be qualified, responsible, and capable of performing the work.

The contract entered into will be that contract most advantageous to DHS, price and other factors considered. DHS reserves the right to consider proposals or modifications thereof received at any time before award is made, if such action is in the best interest of DHS.

If a contract is awarded, the selected bidder will be required to comply with standard, non-negotiable General Provisions, which will be a part of the contract.

2. Rejection of Proposals

DHS reserves the right to reject any and all proposals received as a result of this RFQ, or to negotiate separately with any source whatsoever in any manner necessary to serve the best interest of DHS. This RFQ is made for information or planning purposes only. Is not required to award a contract solely on the basis of any response made to this request or otherwise pay for the information solicited or obtained.

3. Incurring Costs

The State of Michigan is not liable for any cost incurred by the Contractors prior to issuance of a contract.

4. Inquiries

Questions regarding this RFQ must be submitted in writing to the Issuing Office. All questions must be submitted on or before the date specified on the cover sheet.

5. Amendment to the RFQ

In the event it becomes necessary to revise any part of this RFQ, addenda will be posted to this website.

6. Response Date

To be considered, proposal must arrive at the Issuing Office on or before the date specified in the cover letter. Bidders mailing proposals should allow normal delivery time to ensure timely receipt of their proposals.

7. Proposals

To be considered, bidders must submit a complete response to this RFQ, using exclusively the format provided in the "Bidder Response Section". Proposals must be signed by an official authorized to bind the bidder to its provisions. The proposal must remain valid for at least 90 days.

8. Acceptance of Proposal Content

The contents of the proposal of the successful bidder may become contractual obligations if a contract ensues. Failure of the successful bidder to accept these obligations may result in cancellation of the award.

9. Economy of Preparation

Proposals should be prepared simply and economically, providing a straightforward, concise description of the bidder's ability to meet the requirements of the RFQ.

10. Prime Contractor Responsibilities

The selected Contractor will be held accountable for all services offered in the proposal. Further, the State will consider the selected Contractor to be the sole point of contact with regard to contractual matters, including payment of any and all charges resulting from the contract.

11. News Releases

News releases pertaining to this RFQ on the service, study, or project to which it relates will not be made without prior State approval, and then only in coordination with the Issuing Office.

12. Disclosure of Proposal Contents

Proposals are subject to disclosure under the Michigan Freedom of Information Act (P.A. 1976, No. 442).

13. Independent Price Determination

a. By submission of a proposal, the bidder certifies:

- 1) The prices of the proposal have been arrived at independently without consultation, communication, or agreement, for the purpose of restricting competition, as to any matter relating to such prices with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the price quotation in the proposal has not and will not be knowingly disclosed by the bidder to any potential bidder;
- 3) No attempt has been made or will be made by the bidder to induce any other person or agency to submit or not to submit a proposal for the purpose of restricting competition;
- 4) The price quoted is not higher than that given to the general public for the same service.

b. Each person signing the proposal certifies that:

- 1) She/he is the person in the bidder's organization responsible within that organization for the decision as to prices being offered in the proposal, and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above; or
- 2) She/he is not the person in the bidder's organization responsible within that organization for the decision as to the prices being offered in the proposal, but that she/he has been authorized in writing to act as agent for the persons responsible for such decision in certifying that such persons have not participated, and will not participate, in any action contrary to a. 1 through 4 above, and as their agent does hereby so certify; and that she/he has not participated, and will not participate in any action contrary to a. 1 through 4 above.

c. A proposal will not be considered for award if the bidder is found to be noncompliant with any part of section 13 unless the bidder furnishes with the proposal a signed statement which sets forth in detail the circumstance of the disclosure and the issuing Office determines that such disclosure was not made for the purpose of restricting competition.

BIDDER INFORMATION

1. To receive reimbursement from the State of Michigan, a Contractor must be registered as a vendor on the Michigan Accounting and Information Network (MAIN)

To register on MAIN:

- Click on www.cpexpress@michigan.gov
 - Follow directions.
2. **Proof of public liability insurance** must be provided to DHS prior to the time the contract is executed (issued).
 3. If portions of the services are being subcontracted, the bidder must identify the services the subcontractor will perform and provide all information requested, (including a budget) as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of any subcontractors who are held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

4. In completing the bidder response, please note the following:
 - The proposal should be paginated, except for attachments
 - Font size should be 12 or larger
 - Observe any restrictions on number of pages. Restrictions do not include resumes, position descriptions, organizational charts or other attachments.
5. **Only material submitted as part of the bid proposal will be reviewed by raters. All material submitted has to be in English so that all raters may evaluate all materials without the employment of translators.**

This Bid Proposal is For the Following Geographic Area

Wayne County Service Area

BIDDER RESPONSE SECTION

1. Bidder Name: _____
2. MAIN ID #: _____
3. Bidder Mailing Address: _____

Bidder E-mail Address: _____

Bidder Fax Number: _____

4. Type of Organization: (Check one). Individuals are private proprietary.
_____ private, non-profit _____ private, proprietary _____ public
5. Bidder's representative who is the authorized negotiator for the bidder:

(Name)

(Telephone Number)

6. Statement of Intent

The bidder hereby assures that the Request for Quote has been reviewed by the organization's governing body and that body has authorized submission of a proposal; that the person identified above as "bidder's representative who is the authorized negotiator" has been authorized by the governing body to represent the organization for the purposes of the submission of a proposal and contract negotiation; and that the organization intends to provide services according to the information contained in this Request for Quote, if selected and funded to do so.

Signature of Organization
President or Director

Date

Typed Name of Organization
President or Director

Date

NOTE: Bidder must complete written narratives, specified charts and forms in response to the request for information for Sections A. through G. as below. Where a Narrative response is required, identify and title each section by letter and heading as indicated. For Example, A. Bidder Experience/Qualifications...., B. Work Plan....., C. Collaboration....., etc.

A. Bidder Experience/Qualifications

Bidders must provide the following information:

Bidder Employment Service Experience

1. Provide a narrative description of prior experience providing employment services.. Include the following information:

- a. Dates and length of time providing this or similar services.
- b. Brief description of employment services provided.
- c. Client groups served: including nationalities, ethnic groups and languages.
- d. Number of clients served: provide an unduplicated count of the number of clients receiving the service that you have identified.

2. List locations within the geographic service area at which the bidder maintains an office that will be involved in providing service.
3. Describe similar services the bidder has provided related to the employment service(s) being bid, e.g. clients placed into unsubsidized employment, full-time and part-time job placements, the average wage of job placements, if medical benefits or not, etc.

Bidder Staff Qualifications (From form CM-011, Position Descriptions, Resumes, Organization Chart, and Training Materials.

4. Using Staffing Allocation and Qualifications, form CM-011, (http://www.michigan.gov/documents/CM-0011_162116_7.doc), provide the requested information for each service for which a bid is submitted for the geographic area which a bid is submitted. If portions of the services are being **subcontracted**, the bidder must identify the positions by services the subcontractor will perform and provide all information requested, as it applies to both the bidder and the subcontractor(s).

A contractor is responsible for the performance of the subcontractor who is held to the same standard of quality and performance as the contractor. Raters of bid proposals will consider the qualifications of both the contractor and subcontractor when making contract award recommendations.

- Provide **position descriptions** only for direct service staff e.g. case managers, employment specialists, (e.g. job developers and job counselors), and their supervisors, for those positions included in the price quotation. For all these positions, identify minimum requirements with regard to education, years and type of experience, training, etc. Identify the positions current staff will fill if the contract is awarded to the bidder. **Include resumes** only for all current direct service staff and their supervisors who will provide services if the contract is awarded to the bidder. Identify specific experience current staff has as it pertains to the services to be provided (possession of applicable licenses, completion of applicable training or workshops, etc.)
 - Attach a salary schedule for each staff employee who will provide services as identified above. Include all automatic and/or merit pay increases individuals will be eligible to receive during the term of the contract.
 - For each position, list the number of hours and the number of weeks to be committed to the services being bid.
5. Describe your current rate of turnover, (overall and direct service) including expectations for current staff continuance, planned staff reductions or growth, and comment regarding anticipated future turnover. Describe mechanisms in place to encourage staff retention.
 6. Describe current staff screening procedures in hiring new staff. Include what your policy and procedure is on background checks, including criminal record check.
 7. **Submit your “Training Plan” and training materials for case managers and employment specialists (e.g. job counselors, job developers, etc.). Include role-playing and case studies as part of job search skill building with refugee clients. Explain how case managers help refugee clients with career ladder.**
 8. **Provide an Organization Chart** that shows the structure that will be used to provide services if the contract is awarded. This should show who in your organization will be responsible for reporting to the DHS’s Contract Administrator (CA). **Please make sure position titles on the organizational chart match title designations referenced elsewhere in the proposal.**

B. Work Plan (Program Implementation)

Bidders must include a written Narrative, on each of the following sections listed. Bidders must include information for any subcontractor a bidder proposes to use to deliver services.

1. Service Delivery

Bidder must provide information regarding its ability to assure that employment services are delivered to the eligible population in the selected geographic service area. **Answer the questions “What”, “How”, “When”, “Where” the bidder will provide the service activities as part of the Service Delivery.**

a. Ability to deliver services in the selected geographic service area: Bidders must describe a well-defined and reasonable plan to assure refugee-specific services are available to the eligible refugee population in the selected geographic service area. This can include but should not be limited to the following items:

- Describe the assignment of staff and the amount of staff time (both management and direct) needed to fulfill the terms of the services as described.
- If not currently providing refugee services in the service area, does bidder propose to establish a program in that area or provide services through a subcontractor?
- What will be the organizational relationship between all service delivery sites?
- If subcontracting, is a written agreement to subcontract signed by the proposed subcontractor included in the proposal?
- Can the bidder and all proposed subcontractors be able to provide services beginning January 1st, 2007?

b. Labor market assessment: **Submit a step-by-step Marketing Plan on how bidder currently promotes refugees as capable workers, how they will market their “product”, (employable refugees), how they will routinely recruit employers for jobs for refugees.** Describe how the Marketing Plan will be successful. **Submit existing brochures and pamphlets developed to bridge the cultural gap with employers and collaborative partners on why they should hire a refugee.** **Submit a list of web sites bidder will use to solicit jobs and regular resources they have developed for job leads.** Bidders must describe an adequate understanding of the labor market in the selected geographic service area. This can include but should not be limited to the following questions:

- What types of jobs are generally available?
- What would they be likely to pay?
- How many would likely be full time?
- Are medical benefits generally available?
- What is the strength of the economy in the area?

c. Clients to be served: **Bidders must describe an adequate understanding of the composition of the eligible population in the service area** including their cultural, religious, linguistic backgrounds, needs and practices. Describe bidder's

plan to serve both refugee client groups with culturally and linguistically appropriate staff and services including women as direct service staff?

This can include but should not be limited to the following questions:

- What is the size of the target population and location of the nationalities to be served in the Wayne County Service area?
- What age groups do they fall into?
- How do the cultural, religious, linguistic backgrounds, needs and practices of the various groups differ?

d. Required services: **Bidder must describe a well defined and reasonable plan to deliver all required services in the selected service area to all refugee client groups with culturally & linguistically appropriate staff and services.** This can include but should not be limited to the following items:

- **Submit “samples” of actual case notes from an employment service case file describing typical employment and job placement services that compliments bidder’s submitted statistical and narrative reports on how and what services were rendered.**
- For employability services, will family self-sufficiency plans be developed for entire family units?
- Will employability plans be developed for each employable client within 30 days of intake?
- Is there a plan to maintain at least monthly contact with each employable client?
- Describe how will job development services be conducted in the service area?
- How will they be tailored to the target populations and the local job markets?
- When will pre-employment or work adjustment counseling be provided?
- Describe how classroom English language instruction and vocational training will be provided outside of working hours.
- Describe what plan and materials are to be used to provide “Financial Literacy” as an Employment Support Service.
- How will appropriate follow-up contacts be assured?

e. Orientations: **Bidders must describe a well-defined and reasonable plan to conduct or participate in local DHS orientations about Cash Assistance program requirements in each county in the selected service area.** This can include but should not be limited to the following questions:

- Does bidder propose to conduct orientations or participate in such?
- How frequently will orientations be held?
- Where does bidder propose they be held?
- Does bidder and all proposed subcontractors demonstrate the ability to assume these responsibilities effective October 1, 2006?

f. TANF work participation requirements: **Bidders must describe a well-defined and reasonable plan to meet the TANF work participation requirements for refugees who are TANF (FIP) recipients in each county in the selected service area.** This can include but should not be limited to the following questions:

- Does bidder's response address each county where services must be delivered?
- Does bidder demonstrate an adequate understanding of expected units of service?
- Does bidder demonstrate a recognition of the participation rates, which must be met?
- Does bidder recognize that rates must be met each month?
- Does bidder outline a reasonable strategy to involve at least the minimum required percentage of TANF recipients each month?

g. **Service Enhancements or Additional Information**

Based on DHS's description of the refugee client population and listing of the required services and activities, bidder may describe or provide additional information on any service enhancement or special consideration related to the quotation or work plan. For example, include the use of volunteers and mentors.

2. **Anticipated Outcomes**

For the Service in the Service Description your Bid will cover, (see the numbers you enter on the Price Quotation sheets), provide the following information:

(a). **Total Number To Be Served Intensive Job Services** _____

Number (No.) and percent (of active participants)

To enter employment. _____ or 70%

No. and percent on cash assistance

when placed in employment. _____ or _____%

No. and percent of cash assistance placements

to result in termination of cash assistance. _____ or 60%

No. and percent of cash assistance placements

to result in reduction of cash assistance _____ or 20%

No. and percent of placements to reach

180 day employment retention. _____ or 70%

Average wage at placement (full time only) \$8.00

No. and percent of Job placements with available
health benefits: (full time only). _____ or 80%

Cost per placement \$_____

(b.) Outcomes for clients already working but need intensive job retention services shall be as follows:

Number served _____

No. and percent (of active participants)
retaining employment for 180 days. _____ or 90%

C. Collaboration

Bidders must provide information regarding collaborations with other agencies that provide services necessary to the populations it proposes to serve.

1. Local Bosnian and Iraqi Community groups **Bidder must describe its current relationships and involvement with these two ethnic groups and how that would produce referrals and a practical working relationship.**
2. Local voluntary resettlement agencies (VOLAGs): **Bidder must describe a well-defined and reasonable plan to work with the local voluntary resettlement agencies in each service area which resettle the clients it proposes to serve to assure that refugees are referred for employment services.** This can include but should not be limited to the following questions:
 - Has your agency worked together with the resettlement agencies in the past? If so, how many refugees were seen, how long have you had a working relationship, and with what results?
 - If not, explain how your agency and the local resettlement agency would refer refugees to assure appropriate referrals to employment services beginning January 1, 2007?
3. Local Department of Human Services (DHS) offices: **Bidder must describe a well-defined and reasonable plan to work with local DHS offices in each county in each service area which serve the populations it proposes to serve to assure that refugees are referred for employment services and sanctions are processed as necessary.** This can include but should not be limited to the following questions:
 - Has your agency worked together with the local DHS offices in the past? If so, how many refugees were referred, how long have you had a working relationship, and with what results?
 - If not, explain how your agency and the local DHS would refer refugees to assure that referrals to employment services are made and sanctions are processed as needed?

4. Other community agencies: **Bidder must describe the relationship between itself and other community agencies in each service area which provide supportive services to the populations bidder proposes to serve.** This can include but should not be limited to the following questions:
 - Have the agencies worked together with the bidder in the past? Have bidder and the other agencies referred refugees to each other? If so, how many, for how long, and for what purpose?
 - If not, explain the how you as bidder would expect to refer refugees to other agencies for supportive services when appropriate?
5. Formal groups: **Describe if there is a formal refugee services coalition in each service area, which meets regularly?** If so, describe bidder's involvement or plan to become involved with the coalition. This can include but should not be limited to the following questions:
 - Describe if there are other formal groups in each service area which meet regularly and in which participation would enhance the delivery of services to refugees? If not, explain how you would expand to do this.
 - Describe bidder's involvement or explain your plan to become involved with the group.

D. Bilingual and Bicultural Capability

Bidder must describe how services will be provided to the maximum extent feasible in a manner that is culturally and linguistically compatible with a refugee's language and cultural background.

1. Foreign language capability: **Bidders must describe how foreign language capability will be accomplished.** This can include but should not be limited to the following questions:
 - Explain how will services be delivered in the native languages of the refugee population in the service area?
 - Does bidder have bilingual staff literate in languages of the clients in the service area which will be served by the agency?
 - If not, explain how the bidder would have the ability to obtain appropriate translation services.
2. Culturally appropriate services: **Bidders must describe how the variety of cultural backgrounds and resulting needs will be accommodated.** This can include but should not be limited to the following questions:
 - Does bidder have staff in the service area knowledgeable about cultures of most clients who will be served by the agency?
 - If not, explain how the bidder would develop the capability to provide appropriate cultural training.
3. Responsiveness to changing populations: **Bidders must describe how they will respond to a shift between the populations as they arrive.** This can include but should not be limited to the following questions:

- Can existing staff meet the linguistic and cultural needs of the populations in the service area?
 - If not, explain how the bidder would replace existing staff with new staff to meet those needs.
4. Utilizing women as direct service staff: Describe how services will be provided to the maximum extent feasible in a manner **that includes the use of bilingual/bicultural women on service agency staffs** to ensure adequate service access by refugee women.

E. Availability/Accessibility

1. Specify normal hours of business.
2. Indicate ability and willingness to provide additional hours at other times or days if necessary.
3. Identify each location where services will be provided. Include the street address, city, and zip code for all locations.
4. Indicate ability to provide services in clients' homes or mutually agreed-upon locations. Ability to respond to crisis situations.
5. Do facilities and services allow/encourage participation by clients with disabilities? That is, are training facilities accessible by wheelchair? Are restrooms accessible, etc?
6. Indicate ability to arrange transportation for clients to receive services, including use or funding of public transportation, and the use of bidder-owned vehicles, etc.
7. Indicate proximity to and access to public transportation at bidder's site.

F. Budget Completion

Complete the following Price Quotation sheet and a Budget Statement (CM-468) and Budget Detail Sheets (CM-468A) (http://www.michigan.gov/documents/CM-468ex_15681_7.xlt) in accordance with instructions. The bidder should complete the Budget forms only for the first 12 months if the bid is for a multi-year period.

The bidder should submit the Price Quotation sheet(s) and Budget documents in an envelope separate from the rest of the proposal.

G. Budget Narrative

Use the Resource Grid (CM0043) (http://www.michigan.gov/documents/CM-0043_162118_7.doc) to provide a narrative description of all resources the bidder requires to meet the requirements of the contract. Please be as brief as possible, while including all pertinent information.

1. Itemize (without indicating actual dollar amounts) the types of employees benefits offered, the square footage of each facility, supplies, travel mileage and other resources included in your budget. Be as specific as possible and quantify all resources whenever possible.

2. If resources will be provided through another source, identify the source and type of funds to be used. All match and in-kind funding should be identified and explained.

This information will be used to determine whether or not the resources included in the price quotation are adequate to provide the services DHS wishes to purchase as stated in the RFQ. The budget narrative will be compared to the price and budget documentation for each bid submitted by an individual specifically assigned to conduct a fiscal review.

NOTE: Do not include figures that would indicate the dollar amount bid or unit cost in this section. Dollar amounts should be stated in the sealed price/budget portion of your response.

MULTI-YEAR CONTRACTS:
DOCUMENTATION OF REASONABLENESS OF COST

In documenting the cost to establish a multi-year contract proposal the bidder should follow the same BUDGET COMPLETION INSTRUCTIONS and use the same Budget forms as a bidder proposing a one-year contract. The bidder should complete the Budget Statement (CM-468) and the Budget Statement Detail forms (CM-468A's) **ONLY FOR THE FIRST 9 months of the multi-year period**. Budgets for a 9-month period of operation will provide a common basis to evaluate multi-year bids.

The bidder may adjust the first year budget to establish a multi-year bid. However, the methodology should be described. In other words, the proposed price will be based on a 9 month period of costs, (reflected in the budget), adjusted for anticipated increases in the subsequent year(s) of the bid period. The basis for the amount and the reasonableness of the adjustment must be established by additional rationale and explanation. The price established and approved by DHS will be the basis for future years of the multi-year contract and will be adjusted by DHS based on need and available Federal funding.

H. Funding Allocation And Number of Contracts

One contract for the period January 1, 2007 through September 30, 2009 may be awarded. **DHS asks bidders to submit proposals for the maximum dollar amount allocated for the Wayne County Service Area which they are bidding.** The maximum bid amount may not exceed **\$150,000.00 for the first 9-month contract period**. Subsequent amounts will be at \$200,000 per 12 month contract period thereafter. The contract amount for the first year will not exceed the amount established for this area. The contract amount for subsequent years will be dependent on DHS's availability of funds in the appropriation process and local service needs. The price established will be in effect for the first year of the contract and the basis for subsequent years.

The bidder must allocate 100% of its proposed bid amount for the three Employment Services. The bidder must be able to provide at least 55% of proposed services and proposed funding of the total funding. The bidder can subcontract if desired only up to 45% of proposed funding for proposed services. The following supplemental information indicates the maximum contract amount available for the first year.

The **Wayne County Service Area** includes the counties of Wayne, Macomb, and Oakland **One contract** may be awarded for up to a maximum of **\$150,000 for the first 9 months contract period**.

I. Sub Contracts

The amount of funding to be allocated to any subcontractor will be determined by the contractor based upon the above percentages. The contractor is expected to allocate funding to each subcontractor in a manner that assures the comprehensive service needs of the eligible refugee population are met.

This Quotation Is For the Following Geographic Area

Wayne County Service Area Only

Bidder's Name: _____

PRICE QUOTATION

The Price per Unit of Service will be taken from the budget information provided

Use this form to state the price offered to DHS for the service to be provided. The price quoted is to be per unit of service as defined in the service description in the RFQ. The services being bid have already been identified on this form, using the title as shown in the RFQ.

Service No. 1 of 1 Title: **INTENSIVE EMPLOYABILITY SERVICES**

Unit Definition: **One Unduplicated Client receiving two or more of the services listed.**

a. Price per unit bid: _____\$/unit

NOTE: For actual cost, divide the total price of the Service Category (Column A) on the CM-468 by the number of units being bid.

b. Anticipated number of clients to be served: _____

H. Required Documents

The documents listed below **must** be provided to DHS at the time the proposal is submitted.

1. Completed Bidder Response **FACE SHEET**.
2. A **Narrative** providing required information regarding bidder's experience and qualifications
3. A completed **Staffing Allocation and Qualifications** Form CM-011.
4. A current bidder agency **Organization Chart**.
5. A written **Narrative Work Plan (Program Implementation)** identifying each subsection by number and heading corresponding to the outline provided...
6. Two completed **PRICE QUOTATION** sheets, for the services, in a separate envelope from the items listed above.
7. A completed budget narrative, which is the **RESOURCE GRID** form.
8. A written agreement to subcontract signed by the proposed subcontractor, **if** any services are to be provided through a subcontract.
9. Completed **Budget forms, the CM-468 and CM-468As**.
10. A copy of the bidder's most recent Audit to determine the bidder's fiscal viability must be provided at the time the proposal is submitted.

OPTIONAL DOCUMENTS

11. Proof of public liability insurance. Once a contract is awarded, but before it can be signed, a copy of the policy or a letter from your insurance company (on letterhead) must be provided. If you currently do not have liability insurance, a letter from an insurance company (on letterhead) indicating that proposal for this insurance has been made may be submitted with the proposal. However, proof of insurance must be provided prior to any contract being signed. If liability insurance cannot be obtained, you will be required to submit justification.
12. Proof of workers compensation insurance. Once a contract is awarded, but before it can be signed, a copy of the certificate must be submitted.
13. Proof of fidelity bond. Once a contract is awarded, but before it can be signed, a copy of the certificate must be submitted.
14. Approved organization personnel policies. Once a contract is awarded, but before it can be signed, a copy must be submitted.

ATTACHMENTS A & B

**DATA ON REFUGEE ARRIVALS
BY GEOGRAPHIC AREA
2002-2006**

(See Attached Sheets)

ATTACHMENT A

	ARRIVALS FY1995 TO FY2001						
		82 Wayne	63 Oakland	50 Macomb	81 Washtenaw	Detroit metro subtotal	
	Southeast Asia	116	44	11	13	184	
	Former Soviet Union	151	1218	19	162	1550	
	Bosnia	2845	293	585	37	3760	
	Other Eastern Europe	126	37	12	5	180	
	Middle East	1906	896	618	37	3457	
	Cuba	65	7	7	1	80	
	Haiti	6	0	0	0	6	
	African nations	315	289	203	20	827	
	All others	402	35	112	0	549	
	Grand total	5932	2819	1567	275	10593	
	% of SW total	56%	27%	15%	3%	100%	

ATTACHMENT B

	ARRIVALS FY2002 TO FY2006 (March2006)						
		82 Wayne	63 Oakland	50 Macomb	81 Washtenaw	Detroit metro subtotal	
	East Asia	48	74	45	0	167	
	Former Soviet Union	31	198	5	16	250	
	Bosnia	42	14	19	0	75	
	Other Eastern Europe	0	3	0	0	3	
	Middle East	105	79	32	7	223	
	Cuba	0	4	0	0	4	
	Haiti	0	0	0	0	0	
	African nations	43	50	6	47	146	
	All others	2	5	0	0	7	
	Grand total	271	427	107	70	875	
	% of SW total	31%	49%	12%	8%	100%	